

# Alicia Garnham

Pharmacy Operations Manager

## Profile

With over 5 years of experience as a Pharmacy Operations Manager, I have consistently demonstrated strong leadership and organizational skills in overseeing the daily operations of a busy pharmacy. I have been successful in implementing efficient systems and processes to optimize workflow, reduce medication errors, and increase patient satisfaction. My background includes managing inventory, budgets, and staff, as well as collaborating with healthcare professionals to ensure the highest quality of patient care. I have a proven track record in driving improvements in operational efficiency, revenue growth, and regulatory compliance, making me a valuable asset to any pharmacy team.

## Employment History

### Pharmacy Operations Manager at CVS Health, VA

Nov 2022 - Present

- Successfully implemented a pharmacy automation system that increased prescription fulfillment efficiency by 40%, reducing wait times for customers and improving overall satisfaction rates.
- Streamlined inventory management processes, resulting in a 20% reduction in overstock and a 15% decrease in stockouts, leading to improved customer service and reduced operational costs.
- Led a team of 12 pharmacists and technicians in achieving a 98% accuracy rate in dispensing medications, surpassing the company's target of 97% and contributing to enhanced patient safety.
- Developed and executed a comprehensive employee training program, resulting in a 30% increase in staff certifications and a 25% reduction in onboarding time for new hires.

### Assistant Pharmacy Operations Manager at Walgreens Boots Alliance, VA

Sep 2018 - Sep 2022

- Successfully streamlined pharmacy operations by implementing new inventory management system, resulting in a 20% reduction in stock discrepancies and a 15% decrease in annual inventory costs.
- Coordinated with the store management team to launch a medication synchronization program, increasing patient adherence rates by 25% and improving overall customer satisfaction scores by 10%.
- Led a team of 12 pharmacy technicians and interns, providing training and guidance that contributed to a 30% increase in staff productivity and a 40% reduction in medication dispensing errors.
- Developed and executed targeted marketing campaigns for flu shots and other immunizations, resulting in a 35% increase in vaccination rates and a 20% boost in pharmacy revenue during peak seasons.

## Education

### Bachelor of Science in Pharmacy Management at Virginia Commonwealth University, Richmond, VA

Sep 2013 - May 2018

Relevant Coursework: Pharmacology, Pharmaceutical Calculations, Pharmacy Law and Ethics, Medication Therapy Management,

## Details

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## Links

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## Skills

Pharmaceutical knowledge

Inventory management

Regulatory compliance

Staff supervision and training

Customer service skills

Financial management and budgeting

Process improvement and optimization

## Languages

English

Indonesian

## Hobbies

Gardening

Photography

Cooking and experimenting with new recipes